

REQUEST FOR PROPOSAL FOR SELECTION OF AGENCY FOR SUPPLY OF MANPOWER

Tender Reference No : F.No.11(1)/TSCA/S&WSD/2021(Loose-I) Dated 12.05.2022

**Tripura State Computerisation Agency (TSCA)
A Society under Directorate of Information Technology (DIT)
Govt. of Tripura
IT Bhavan, ITI Road, Indranagar, Agartala, Tripura- 799006**

Contents

1.	Section - A.....	3
1.1	Important dates in connection with this bid	3
2.	Section – B.....	4
2.1	Introduction and Invitation of Bids	4
2.2	Name and address of the authority	4
2.3	Distribution of tender document	4
2.4	Contact person	4
2.5	Instruction to the bidders for pursuing the e-tender	4
2.6	Submission of Technical Bids	5
2.7	Submission of Financial Bids.....	5
2.8	Pre-bid Meeting	6
2.9	Addendum/amendments/corrigendum.....	6
2.10	Important Instruction to the Bidder	6
2.11	Minimum Eligibility Criteria	7
2.12	Period of Contract	7
2.13	Documents to be uploaded	7
3.	Section - C	8
3.1	Scope of Work	8
3.2	Manpower Requirement.....	8
3.3	Minimum monthly in hand salary of resources.....	9
3.4	Leave Policy	9
4.	Section - D	10
4.1	Guidelines for Preparation of Proposals.....	10
4.2	Tender Fees and Bid Security (Earnest Money Deposit)	10
4.3	Forfeiter of EMD by TSCA.....	10
4.4	Validity of Proposal	10
4.5	Number of Proposals.....	10
4.6	Language.....	11
4.7	Currency.....	11
4.8	Evaluation of bids.....	11
4.8.1	Part 1 (Tender Fees and Bid Security)	11
4.8.2	Part 2 (Pre-Qualification Criteria)	11
4.8.3	Opening and Evaluation of Technical Bids	11
4.8.4	Opening and Evaluation of Commercial Bids	11
4.8.5	Technical Bid Evaluation Criteria.....	12
5.	Section – E.....	16
5.1	Appendix - 1	16
5.2	Appendix - 2	17
5.3	Appendix - 3	18

1. Section - A

1.1 Important dates in connection with this bid

SL	Information	Details
1	Tender No.	
2	Tender Publication Detail	The tender form can be seen and downloaded from the website http://www.tripuratenders.gov.in .
3	Date of commencement of Bid	12-05-2022
4	Last Date & Time of Receiving Queries	21-05-2022 : 4.00 PM
5	Pre-Bid Meeting Date & Time	23-05-2022 : 3.30 PM
6	Corrigendum (if any)	
7	Last Date and Time for Receipt of e-Bid	02-06-2022 : 3.30 PM
8	Date and Time of Opening of Tenders	02-06-2022 : 4.00 PM
9	Date & Time for opening of commercial bids	Will be intimated later
10	Bid Validity Period	180 days from the last date for submission of bids.
11	Tender Fee	Rs. 1,000/-
12	EMD Amount	Rs. 25,000/-
13	Performance Bid Security (PBG) Amount	5% of 1 year work order value
14	Address for communication/Pre-Bid / Opening of Bid	IT Bhavan, Indranagar, Agartala, 799006
15	Contact person	Sri Suprakash Jamatia, Jt. Director, Directorate of Information Technology, Govt. of Tripura
16	Contact email	suprakash.jamatia@nic.in
17	Contact Phone No.	9402169272

2. Section – B

2.1 Introduction and Invitation of Bids

e-Tenders are invited by the Tripura State Computerisation Agency (TSCA) proposes to hire IT Manpower from reputed and experienced Companies/Firms under Two Bid System i.e. Technical Bid and Financial Bid for engagement of IT technical Manpower to TSCA for one year, which is extendable for another two years on satisfactory performance and mutual consent of the Competent Authority and the agency on the terms and conditions mentioned in the tender document or unless terminated in accordance with the terms and conditions mentioned herein.

2.2 Name and address of the authority

Tripura State Computerisation Agency (TSCA)
A Society under Directorate of Information Technology (DIT)
Govt. of Tripura
IT Bhavan, ITI Road, Indranagar, Agartala, Tripura- 799006

2.3 Distribution of tender document

The tender document can be downloaded from www.tripuratenders.gov.in portal.

2.4 Contact person

For any Clarifications, contact
Mr. Suprakash Jamatia, Joint Director,
Directorate of Information Technology, Phone: 9402169272

2.5 Instruction to the bidders for pursuing the e-tender

2.5.1 Eligible bidders shall participate in tender online through the government e-procurement portal only at <http://tripuratenders.gov.in>. No need to submit any hard copy of any document to TSCA office. Tender shall be a two-stage bidding system:

- Technical bid
- Financial bid

2.5.2 Bidders willing to take part in the process of e-tendering are required to obtain a valid Class 3 Digital Signature certificate (DSC) from any of the certifying authorities, enlisted by Controller of Certifying Authorities (CCA) at <http://cca.gov.in>.

2.5.3 Bidding will be conducted through the domestic competitive bidding procedures as per the provisions of Bid Document and the contract shall be executed as per the provisions of the terms of Contract.

2.5.4 Bid Security shall be paid online through e-tender portal. Payment can be made by online banking facility.

2.5.5 The Bidding Documents are meant for the exclusive purpose of bidding against this specification and shall not be transferred to any other party or reproduced or used otherwise for any purpose other than for which they are specifically issued.

2.5.6 Downloaded NIT, Bid Document are to be uploaded back and digitally signed as a part of technical bid, and as a proof of acceptance of all terms and conditions in NIT and Bid Document.

2.6 Submission of Technical Bids

Bids are to be submitted online through the e-tender portal as prescribed in this document. All the documents uploaded by the bidder form an integral part of the contract. Bidders are required to upload all the bidding documents along with the other documents, as asked for in the Bid, through the above website and within the stipulated date and time mentioned in the Tender.

Tenders are to be submitted in two COVERS at a time for the work, one for Technical Proposal and the other for Financial Proposal. The Bidder shall carefully go through the requirements and prepare the required documents to be uploaded. The bidder shall scan all the documents before uploading and all scanned documents shall be of 100 dpi resolution in Portable Document Format (PDF). The scanned documents shall be uploaded in the designated locations of Technical Bid and Financial Bid, as prompted by the e-Procurement website.

The Bidder should ensure that the documents uploaded are virus scanned and digitally signed using the Digital Signature Certificate (DSC). Bidders shall specially take note of all the addendum/corrigendum if any related to the tender and upload the latest updates as part of the tender.

The Technical Bid should contain scanned copies and/or declarations in the following standardized formats.

My Document

All the required and appropriate documents /certificates related to minimum eligibility criteria and Technical Scoring sheet are to be uploaded with digital signature in the 'My Document' COVER option available after login in the e-procurement portal <http://tripuratenders.gov.in>. Bidders are requested to scan the necessary documents in 100 dpi resolution into PDF. 'My Document' shall be populated prior to real time bidding so that the uploaded documents/certificates stored in 'My Document' could be appropriately clubbed / Checked for incorporation in the Bid during real time bidding.

An indicative organization of 'My Document' COVER and the related documents are indicated here under.

2.7 Submission of Financial Bids

2.7.1 Financial Bid

The Bidder needs to fill up their name and rates for all the items in the designated Cells of the downloaded BOQ for the related work and upload the same in the designated location of Financial Bid. Document to be submitted in the Financial Bid is: BoQ in .xls format.

Note: Bill of Quantity (BoQ) i.e. Price schedule, which is the Rate quoting sheet in MS-Excel shall be downloaded, filled up properly and uploaded in the financial bid after digital signing. The Bidder shall always open the BoQ sheet with Macros Enabled. The Bidder shall quote rates of agency charge in percentage only (upto the ceiling of 10%), for all items in the Bill of Quantity (BoQ). Other components like salary and GST etc. will be fixed. Bidder quoting agency charge more than 10% would be summarily rejected.

2.7.2 BoQ (Price Schedule) Tampering

The BoQ (Price schedule) as specified in this document is meant for downloading by the Bidders for filling up the relevant fields stipulated for rates & bidder's particulars that leads to eventual uploading as Financial Bid. The BoQ Excel Sheet is Macro enabled and

working with the Sheet requires the Macro to be allowed/ enabled to run.

Bidders are hereby requested not to tamper the Excel Sheet, make copies and work in a copied Sheet or break through the default Work-Sheet Security. Such BoQs with stated violations will be treated as Tampered BoQs and Bids uploaded with Tampered BoQs will be summarily rejected.

2.8 Pre-bid Meeting

All prospective Bidders, requiring clarification on the RFP shall notify to the TSCA on e-mail suprakash.jamatia@nic.in. A Pre-bid Meeting would be held as per notified in this RFP in the Conference Room of the Directorate of Information Technology, IT Bhavan, Indranagar, Agartala, Tripura-799006, to clarify queries, if any, regarding the RFP. All queries would be addressed only during the Pre-bid meeting. Interested agencies may attend the pre-bid meeting on the said date/time.

2.9 Addendum/amendments/corrigendum

Before the last date for uploading of Tenders, the authority may modify any of the Contents of the Tender Notice, Tender documents by issuing amendment/Addendum/corrigendum.

Any addendum/amendments/corrigendum issued by the authority shall be part of the tender Document and it shall be published in the e-procurement portal at <http://www.tripuratenders.gov.in>. Registered Bidders shall be notified of the related Corrigendum(s) by e-mail. However, the TSCA shall bear no responsibility or liability arising out of non-receipt of the same in time or otherwise. Bidders are requested to visit the site frequently in order to keep themselves updated for taking further course of action from their end.

2.10 Important Instruction to the Bidder

- 2.10.1 Bidder shall take separate printout of all Appendixes and shall fill the necessary information & put signature with stamp/seal, and then scan them into PDF (in 100 dpi resolutions). Finally, those documents should be uploaded (with digital signing) in Bidder's COVER "My Document". If any of the certificates/documents furnished by the Bidder, found to be false / fabricated / bogus, the bidder will be liable blacklisting and their EMD will be forfeited.
- 2.10.2 The concerned company/firm who stands blacklisted/banned /debarred either by Tender inviting authority or Govt. of Tripura or by any other State/ Central Govt. and its procurement agencies on the date of bid submission shall not be eligible to participate in the tender.
- 2.10.3 Bid Opening: The Bid will be opened online by the designated Bid Openers at the office of TSCA, Agartala, Tripura at the Time, Date and Venue as specified in the Bid Documents.
- 2.10.4 Bid will be evaluated against the specified parameters / criteria set out in this document. The result of bids evaluation can be seen in the e-Procurement application <https://tripuratenders.gov.in> by all the bidders who participated in the bid.
- 2.10.5 Tendering Authority reserves the right to cancel/withdraw this tender without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.

2.11 Minimum Eligibility Criteria

The prospective bidder must have the below listed minimum eligibility criteria to participate in the bidding process.

- 2.11.1 The bidder should be either a company registered under Indian Companies Act, 1956 or 2013 OR a partnership firm registered under Indian Partnership Act, 1932 OR a company registered under the Limited Liability Partnership (LLP), Act, 2008. Consortium is not allowed.
- 2.11.2 Company should have in existence not less than 5 years as per Incorporation Certificate/ Trade License.
- 2.11.3 The bidder must have PAN and GST registration.
- 2.11.4 The bidding agency must have at least Rs 75 Lakhs average turnover in Financial Year 2021-22, 2020-21, 2019-20. The bidder should upload audited balance sheet or a single page consolidated report signed by chartered accountant indicating the year wise turn over.
- 2.11.5 The bidder should have minimum 2 supply order of supplying Technical Manpower (Information Technology domain) to the Central/ State Government/ PSUs in India in the last 3 years (2021-22, 2020-21, 2019-20) of minimum work order value Rs. 20 Lakhs each.
- 2.11.6 The Bidder should not be under a Declaration of Ineligibility for corrupt or fraudulent practices with any Government departments/ agencies/ ministries or PSU's and should not be blacklisted by any government departments/agency/Ministries or PSUs. The bidder must upload a self-certified declaration.

2.12 Period of Contract

The agency would be initially engaged for a period of one year. The contract is extendable up to 1 year on satisfactory performance and mutual consent of both the parties on the terms and conditions mentioned in the tender document or unless terminated in accordance with the terms and conditions mentioned herein.

2.13 Documents to be uploaded

Sl.	Documents to be uploaded
1	Certificate of Incorporation / Registration certificate/ Trade License.
2	RFP Documents including Corrigendum, if published
3	Tax related document: copy of PAN and GST registration
4	Financial details: Audited Balance Sheets or consolidated auditor's certificate regarding annual turnover from the business.
5	Experience: all relevant work orders as per minimum eligibility criteria and Technical score conditions
6	Appendixes
7	Self-declaration of non-blacklisting
8	Any other document relevant to minimum eligibility and Technical score sheet

3. Section - C

3.1 Scope of Work

Number of Manpower will be supplied as: Number may be increase or decrease depending on the requirement

SI	Position	Number
1	Software Developer- .Net Technology	1
2	Software Developer- Java Technology	1
3	Software Developer- Android App	1
4	Software Developer- Php Technology	1

3.2 Manpower Requirement

SI	Designation	Minimum Qualification	Essential Technical Skills	Desirable Technical Skill	Experience
1	Software Developer- .Net Technology	B.E./ B.Tech (Computer Science /IT) / MCA	C#, ASP .Net, MS SQL Server, HTML5, CSS3, JavaScript, JQuery, Bootstrap.	Experience in REST API, MVC framework, Entity Framework, Angular JS	Must have 1 years of overall experience in software development using web
2	Software Developer- Java Technology	B.E./B.Tech (Computer Science/IT) /MCA	Java, J2EE, Java Servlets, JSP, PostgreSQL/ MySQL, HTML5, CSS3, JavaScript, JQuery, Bootstrap.	Experience in REST API, Spring MVC, Hibernate, Angular JS	Must have 1 years of overall experience in software development using web technology
3	Software Developer- Android App	B.E./B.Tech (Computer Science/IT) /MCA	Java, Android SDK, XML, REST API, PostgreSQL/MySQL, SQLite	Experience in Spring MVC, Hibernate, Flutter	Must have 1 years of overall experience in native android app development
4	Software Developer- Php Technology	B.E./B.Tech (Computer Science/IT) /MCA	Php 5 and above, OOP Programming, Proficiency in PHP framework, Ajax, Jquery, PostgreSQL/ MySQL, HTML5, CSS3, JavaScript, Bootstrap	Experience in REST and SOAP API, MVC framework Architecture	Must have 1 years of overall experience in software development using web technology

3.3 Minimum monthly in hand salary of resources

SI	Position	Minimum Monthly Salary (in hand)
1	Software Developer- .Net Technology	27000
2	Software Developer- Java Technology	27000
3	Software Developer- Android App	27000
4	Software Developer- Php Technology	27000

The selected agency must provide pay slip to the deputed manpower. If any unjustified deduction has been done from the minimum salary, strict action will be taken by the authority.

3.4 Leave Policy

Leave: The manpower resources deployed under the contract shall be entitled to have 12 (twelve) days Casual Leave (CL) in a calendar year

4. Section - D

4.1 Guidelines for Preparation of Proposals

The Bidder must comply with the following instructions during preparation of Proposals:

- i. The Bidder is expected to carefully examine all the instructions, guidelines, terms and condition and formats of the RFP Document. Failure to furnish all the necessary information as required by the RFP Document or submission of a proposal not substantially responsive to all the requirements of the RFP Document shall be at Bidder's own risk and may be liable for rejection.
- ii. The Proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialed by the authorized person signing the Proposal.
- iii. The Proposal shall be signed by the Bidder or duly authorized person(s).
- iv. No Bidder is allowed to modify, substitute, or withdraw the Proposal after its submission.

4.2 Tender Fees and Bid Security (Earnest Money Deposit)

The Bidder shall pay **Rs. 1,000/- (One Thousand Only)** as Tender fees and **Rs. 25,000/- (Rs. Twenty five Thousand only)** as Bid Security (EMD) at the time of uploading the bids in e-tender portal. The bidder has to pay Tender Fees and EMD amount through e-tender portal online net banking facility.

The Bid Security of unsuccessful Bidders, except the second ranked Bidder will be returned automatically to the bank account from where the EMD amount was paid at the time of submission of bids through e-tender portal. However, the Bid Security of first and second ranked Bidder shall be returned on signing of the Concession Agreement by the Successful Bidder through the portal only.

4.3 Forfeiter of EMD by TSCA

- i. The Bidder withdraws its Bid after the Proposal Due Date.
- ii. Preferred Bidder fails to accept the Work Order within the time provided for the same.
- iii. Preferred /Successful Bidder fails to pay the Bid Value within the time specified for it.
- iv. Successful Bidder fails to execute the Agreement within the stipulated time period.

4.4 Validity of Proposal

Proposals shall remain valid for a period not less than 180 days from the Proposal Due Date. TSCA reserves the right to reject any Proposal, which does not meet this requirement

4.5 Number of Proposals

Each Bidder shall submit one and only one (1) Proposal in response to this RFP. Any Bidder, which submits or participates in more than one Proposal will be disqualified from all its bids and will also cause the disqualification of the Bids as a Bidder / Consortia of which it is a member, as the case may be.

4.6 Language

The Proposal and all related correspondence and documents should be written in the English language. Supporting documents and printed literature furnished by Bidder with the Proposal in any other official language should be accompanied by appropriate translations of the pertinent passages in the English language duly and appropriately certified. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the Proposal, the English language translation shall prevail.

4.7 Currency

The currency for the purpose of the Proposal shall be the Indian Rupee (INR).

4.8 Evaluation of bids

4.8.1 Part 1 (Tender Fees and Bid Security)

Bidders who have paid Tender Fees and EMD shall be considered for further evaluation.

4.8.2 Part 2 (Pre-Qualification Criteria)

The Tender Committee would evaluate the pre-qualification criteria. Bidders should be ready to give any clarification asked by the Tender Committee. If the Bidder does not fulfil all the conditions mentioned in the pre-qualification criteria, his Technical bid will not be considered for further evaluation.

4.8.3 Opening and Evaluation of Technical Bids

The Tender Committee would evaluate the technical bids. Bidder should be ready to give clarifications to the queries raised by the tender committee in front of the Tender Committee at a date, time and venue determined by TSCA **if desired**.

In order to facilitate the Technical Bid evaluation, the technical criteria laid down along with the assigned weights have been presented in Technical Evaluation criteria. The marking scheme presented is an indication of the relative importance of the evaluation criteria.

Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further Commercial bid evaluation. Bids which do not secure the minimum specified technical score will be considered technically nonresponsive and hence debarred from being considered for Commercial evaluation.

4.8.4 Opening and Evaluation of Commercial Bids

Financial bids of only technically qualified bidders shall be evaluated. The bids, found lacking in strict compliance to the commercial bid format (BOQ Template) shall be rejected straightaway.

After evaluating the Technical Bids, Tripura State Computerisation Agency (TSCA) shall notify the bidders whose Technical Bids were considered and acceptable, indicating the date, time and place for opening of the Commercial Bids.

The bidder quoted lowest in total amount combining all manpower would be considered as the successful bidder (i.e., L1 bidder). Line-item wise rate will not be considered.

4.8.5 Technical Bid Evaluation Criteria

Sl. No.	Technical Evaluation Criteria	Max. Marks
1	Average annual turnover of FY 2021-22, 2020-21, 2019-20: More than 75 Lakh but less than 1.5 Cr = 6 marks, More than 1.5 Cr but less than 3 Cr = 8 marks, more than 3 Cr = 10 marks	10
2	The agency having experience of supplying IT manpower to any State Government/ Central Govt. / PSU in India. 2 projects = 12 marks, 3 projects = 16 marks, 4 projects= 20 marks (Minimum work order value should be 20 lakh)	20
3	Years of existence of the agency: more than 5 years but less than 8 years = 10 marks, more than 8 years = 15 marks	15
4	The agency having experience in Tripura for any Central Government/ State/ PSUs. 1 project = 7.5 marks, 2 projects = 15 marks	15
7	Profile of the Proposed Manpower (resumes to be uploaded)	
	Software Developer- .Net Technology = 1 Number	7
	Software Developer- Java Technology = 1 number	7
	Software Developer- Android App = 1 number	7
	Software Developer- Php Technology = 1 number	7
8	The agency having manpower on its payroll: more than 50 but less than 100 = 6 marks, more than 100 but less than 150 = 8 marks, more than 150 = 12 marks (self-declaration to be uploaded)	12
Total Marks		100

4.8.6 Deployment of Manpower

The selected agency will deploy manpower at TSCA as per the manpower minimum eligibility criteria, work experience etc mentioned in this RFP. TSCA will take interview of the prospective Manpower before the deployment of manpower to ensure the suitability of the manpower. During the engagement of the Manpower, if it is found that any Manpower's performance is not satisfactory, TSCA will request the selected agency for replacement of the manpower within one month starting from the intimation sent.

4.8.7 Contract / Work Order

On selection of the agency and acceptance of financial quote submitted by the selected agency, a Work Order would be issued to the agency by TSCA. On receipt of Work Order, the agency would submit a letter of acceptance along with a performance guarantee as detailed in this tender document within 15 working days of receiving the work order.

4.8.8 Submission of Performance Guarantee

The selected agency will execute a Performance Guarantee for 5% of the one-year contract value in the form of Bank Guarantee from a Scheduled Bank in acceptable form to the Member Secretary, Tripura State Computerisation Agency (TSCA), Agartala. In case of any deficiency and unsatisfactory performance by the respective manpower, the Performance Guarantee is liable to be invoked and the payment due to the agency would be withheld. No interest will be paid by the TSCA on the Performance Guarantee.

4.8.9 Terms of Payment

- i. Advance payment will **not** be allowed.
- ii. Payment to the selected agency would be made on bi-monthly basis.
- iii. On completion of two month, the agency would submit an invoice in triplicate with supporting documents, if any, to the TSCA for payment. After completion of the due procedures, in the TSCA, payment will be made by electronic transfer of funds to the bank account of the agency concerned in Rupees.
- iv. Taxes / GST as applicable will be paid on actual.
- v. For facilitating Electronic Transfer of funds, the selected bidder will be required to indicate the name of the Bank & Branch, account no. (i.e. bank name, IFSC Code and Bank A/c No.) and also forward a cheque leaf duly cancelled, to verify the details furnished. These details should also be furnished on the body of every bill submitted for payments by the agency.

4.8.10 Additional Information to the

4.8.11 Bidders

- i. Period of validity of the Tender is 180 days from the closing date of the Proposal. If need be necessary extension would be considered by the TSCA.
- ii. TSCA is however not bound to accept any tender or assign any reason for non-acceptance. **Conditional, erroneous and incomplete Bids will be rejected outright.**
- iii. TSCA reserves its right to summarily reject offer received from any Agency on national security considerations, without any intimation to the bidder.
- iv. Agencies submitting proposals will not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.
- v. TSCA reserves its right not to accept bids from Agencies resorting to unethical practices or on whom investigation/enquiry proceedings have been initiated by Government Investigating Agencies / Vigilance Cell.
- vi. Any amendments / corrigendum to the RFP document would be uploaded on www.tripuratenders.gov.in.
- vii. The agency would indemnify TSCA against any claim of copyright violation / plagiarism etc.

4.8.12 Force Majeure

Neither party will be liable in respect of failure to fulfill its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural

calamities or catastrophe, epidemics or disturbances in the State. Force Majeure shall not include any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of being assigned the work, and avoid or overcome with utmost persistent effort in the carrying out of its obligations here under. Force Majeure shall not include insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.

A Party affected by an event of Force Majeure shall immediately notify the other Party of such event, providing sufficient and satisfactory evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

4.8.13 **Penalty**

The Performance Guarantee submitted by the agency shall be liable to be forfeited in full or part in case of delay in deployment/replacement of man power by the agency, besides other action, including black listing of the agency as may be deemed fit by the TSCA , Agartala as per the details given below:

Delay in deployment of manpower	Penalty clause
Deployment of manpower within 15 days from the date of work order	No penalty
More than 15 days but less than 30 days from the date of work order	5% of the one-year work order value of that particular manpower
More than 30 days but less than 45 days from the date of work order	10% of the one-year work order value of that particular manpower
More than 45 days from the date of work order	TSCA may cancel the order and may take suitable action along-with forfeiture of PBG.

4.8.14 **Repeat Order**

TSCA may place order for supply of additional similar kind of manpower in future in same rate if the agency agrees to same terms and conditions mentioned in this RFP.

4.8.15 **Termination**

TSCA may terminate the Contract of the agency in case of the occurrence of any of the events specified below:

- i. If the Agency becomes insolvent or goes into compulsory liquidation.
- ii. If the Agency, in the judgment of TSCA, has engaged in corrupt or fraudulent practices in competing for or in executing this Contract.
- iii. If the Agency submits TSCA a false Statement which has a material effect on the rights, obligations or interests TSCA.
- iv. If the Agency places itself in position of conflict of interest or fails to disclose promptly any conflict-of-interest TSCA.
- v. If the Agency fails to provide the quality services as envisaged under this Contract. Reasons for the same would be recorded in writing.

- vi. In case of such an occurrence TSCA shall give a written advance notice, not exceeding one (1) month before terminating the Contract.

4.8.16 **Arbitration**

- i. In event of any dispute or difference between the TSCA and the Agency, such disputes or differences shall be resolved amicably by mutual consultation. If such resolution is not possible, then the unresolved dispute or difference shall be referred to arbitration of the sole arbitrator to be appointed by TSCA on the recommendation of the Secretary, Department of Legal Affairs ('Law Secretary') Government of Tripura. The provision of Arbitration and Conciliation Act, 1996 (No.26 of 1996) as amended in 2015 shall be applicable to the arbitration. The Venue of such arbitration shall be at Agartala or any other place, as may be decided by the arbitrator. The language of arbitration proceedings shall be English. The arbitrator shall make one award (the "Award"), which shall be final and binding on TSCA and the Agency to the agreement. However, expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.
- ii. Pending the submission of and /or decision on a dispute, difference or claim or until the arbitral award is published; TSCA and the Agency shall continue to perform all of their obligations under this Agreement without prejudice to a final adjustment in accordance with such award.

4.8.17 **Jurisdiction**

The contract shall be governed by laws of the State of Tripura and all Government rules on purchase matter issued from time to time and are in force for the time being.

5. Section – E

5.1 Appendix - 1

Details of Bidder

1. Bidder's information:

(a) Name:

(b) Country of incorporation:

(c) Address of the corporate headquarters and its branch office(s), if any, in India:

(d) Date of incorporation and/ or commencement of business:

2. Brief description of the Bidder including details of its main lines of business and proposed role and responsibilities in this Project:

3. Details of individual(s) who will serve as the point of contact/ communication for TSCA:

(a) Name:

(b) Designation:

(c) Company:

(d) Address:

(e) Mobile Number:

(f) E-Mail Address:

4. Particular of Agartala Address (if available):

5.2 Appendix - 2

Bid-Undertaking

To

The Member Secretary,

Tripura State Computerisation Agency (TSCA),

A Society Under Directorate of Information Technology (DIT),

Govt. of Tripura,

IT Bhavan, ITI Road, Indranagar, Agartala-799006.

Madam / Sir,

This has reference to the Tripura State Computerisation Agency (TSCA) RFP No..... dated for selection of agency for supply of manpower to Tripura State Computerisation Agency (TSCA).

In this context, I/we, as an authorized representative(s) of company, I/We certify that the agency will undertake the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted by the agency in the financial proposal.

Thanking you,

Name of the Bidder:

Authorized Signatory:.....

Name: Seal:

Date: Place:

5.3 Appendix - 3

Certificate for Providing Qualified Manpower

To

The Member Secretary,

Tripura State Computerisation Agency (TSCA),

A Society Under Directorate of Information Technology (DIT),

Govt. of Tripura,

IT Bhavan, ITI Road, Indranagar, Agartala-799006.

Subject: - Certificate for providing qualified manpower.

Madam / Sir,

This has reference to the Directorate of Information Technology RFP No..... dated for selection of agency for supply of manpower to Tripura State Computerisation Agency (TSCA).

In this context, I / We as an authorized representative(s) of company, certify that we shall be able to provide qualified dedicated man powerfor undertaking the work to be assigned by the authority of Tripura State Computerisation Agency (TSCA).

Thanking you,

Name of the Bidder:

Authorized Signatory:

Name:

Seal:

Date:

Place: